



# General Store

Many years ago, early settlers relied on the "General Store" to provide the goods necessary to sustain their pioneer spirit. In turn, the store owners depended on the continued patronage of these valued customers to stay in business. This newsletter is dedicated to the valued customers of the Defense Supply Center Philadelphia (DSCP) General & Industrial (G & I) Directorate.

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[www.dscp.dla.mil/gi/](http://www.dscp.dla.mil/gi/)

Did you ever wonder what people in far away places, places without a Home Depot or a Lowes nearby, do when they need a part for a repair? Our servicemen and women face this situation every day around the Pacific Rim. If a program exported from the States can promise some help, they'll try it. So it came as no surprise that many bases and camps from Alaska to Korea, and numerous points in between, signed up to try out the Defense Supply Center Philadelphia's Maintenance, Repair and Operations (MRO) Prime Vendor Program. Tired of delays, weary of outrageous prices and spending too much time sourcing parts, they

prayed the program would work as advertised. The benefits sounded too good to be true. Brand name products, shipments in commercial timeframes with commercial return policies, catalogs tailored to the site, consolidated job orders and direct deliveries are just a few of the features touted by the program. But how did it REALLY work?

If you usually had to make numerous phone calls to source parts and then hope it eventually got to you, like Ken Hoff did, it's a major time saver.

Ken is Chief of Pipeline Maintenance for the 505<sup>th</sup> Quartermaster in Okinawa and, as such, he helps keep all types of fuel flowing to all the DoD facilities in Okinawa. The MRO Prime Vendor he deals with is SupplyCore and although he hasn't identified specific dollar amounts he has saved using the

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## Rapid Response Powered Air Systems



Several new Rapid Response Powered Air Systems (RRPAS), manufactured by 3M, can now be obtained through the Defense Supply Center Philadelphia. These systems can be used in non-immediately dangerous to life or health limit (non-IDLHL) environments including medical evacuation, spill clean up, decontamination, and law enforcement.

The systems contain full-face respirators (either 3M 6000 series or 3M Breathe Easy), breathing tubes, cartridges, battery packs, turbo-powered air purifying respirator units, bag/vest, and flow meters. Kits containing the Breathe Easy 10 butyl rubber hood systems can be worn with facial hair and glasses and, according to the manufacturer, require no fit testing be-

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## Director's Corner



By Philip M. Liller  
Colonel, USAF  
Director,  
General & Industrial  
Directorate

### "Getting Our House in Order"



Well, it's that time of year again. The weather has improved and you can catch up on all the chores left undone over the winter, especially cleaning the windows. You might find yourself needing to make a trip to the local hardware store for some caulk, paint, cleaning supplies or gardening tools. But getting the house in order is not so easy for our troops overseas supporting Operation Enduring Freedom. Whether they need supplies to make a desert into a tem-

porary home, barrier materials to protect that home or just parts to keep their equipment running, they often look to my home away from home, the Defense Supply Center Philadelphia's General and Industrial Directorate, for help. You may know us simply as Source of Supply - S9I.

We keep track of how we are supporting you in many ways: from the number of NSNs - 36,422, to the number of requisitions- 101,535, in

direct support of our war on terrorism. To keep our troops safe and somewhat comfortable, we've sent over 90,000 sheets of plywood, 3,000 heaters, 13,500 bastions, 826 containers, 20,000 cots and 1.3 million board feet of lumber in support of Operation Enduring Freedom. We knew that some of our support numbers needed cleaning up, such as the number of Level A Weapons Systems not meeting the minimum support goal of 85 % availability. At one time we had 26 such weapon systems below the goal, but we've scrubbed that number down over the past year to zero systems below goal. I'm proud of the hard work of

everyone who made this possible, and want to ensure that we are doing everything possible to maintain our weapons system support at the highest possible level.

The "spring cleaning" may not be as thorough for Operation Enduring Freedom troops as at my house, but I'm just as happy knowing that they have a cot to sleep on, a heater or AC unit nearby and a roof over their head due, in part, to our war-fighter support efforts here in Philadelphia.



#### Special Contributors

Neil McCarthy  
Don Bender  
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Tim Burbidge  
Helene Tunney

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Debra Celli  
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MRO Program, he's positive it has saved him time and manpower. Citing a recent example, he ordered 10 valves and when they turned out to be the wrong size, he simply called the prime vendor contractor, they came and picked up the parts and resupplied the correct valves at no additional cost. Normally he would have submitted a discrepancy report, reordered the items and waited until they got there, making for a much longer process. Ken says, "I would recommend the MRO Program, especially to overseas customers," who have to deal with different circumstances than in the United States. Not every company in Okinawa will accept credit cards, for instance, but the prime vendor will, so Ken doesn't have to play by different rules for every transaction. He also mentioned the "door to door delivery" as something that speeds up his process.

Ken's not the only satisfied customer. At Kadena Air Force Base in Okinawa, the customers agree the speed and support provided by the MRO Program are much better than previously experi-

enced. Captain Sean Sutherland, at the 18<sup>th</sup> Civil Engineering Squadron in Kadena states, "the time the Prime Vendor spends researching, consolidating, shipping, etc., the more time I have available to keep my customers happy." He also values the integration of the MRO system with the Air Force supply system. But most of all he's, "concerned with expediency of the materials, as every project CE does is 'hot'. It has saved us a tremendous amount of time." Should problems occur he also appreciates the fact that there are DSCP and MRO Prime Vendor Reps available on the island to handle them. Captain Sutherland explained, "They are always willing to listen and try to fix whatever arises. Nothing has even come close to being a show stopper."

The MRO program incorporates unique features too, which military customers have told us would make their jobs easier. The ability to test the surge capabilities of the contractor, an electronic ordering system, incidental services and consolidated job orders are a boon to the stressed supply officer

who has to answer to many customers of his own. One such "surge test" was held on Okinawa and Mainland Japan in February to see how well SupplyCore could handle contingencies based on nine separate scenarios that affected their support, such as unusual order quantities and compressed timeframes. With a fill rate of 97%, the prime vendor performed in an excellent manner.

If you would like more information on the MRO PV Program contact:

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#### **General & Industrial Conference Attendance Schedule**

<b>Expo/Conference</b>	<b>Date</b>
124th National Guard Association of the US, Long Beach, CA	6-9 Sep 2002
World Energy Congress, Atlanta, GA	9-11 Oct 2002
Association of the US Army (AUSA), Washington, DC	21-23 Oct 2002
Diving Equipment & Marketing Association, Las Vegas, NV	22-25 Oct 2002
Business Energy Solutions, Orlando, FL	20-21 Nov 2002

#### **For more information on these conferences contact:**

**Yvonne Murry (215) 737-9035, DSN 444-9035, Email [ymurry@dscp.dla.mil](mailto:ymurry@dscp.dla.mil)**



# PV MIS

## The General & Industrial Directorate's Prime Vendor Management Information System – *Special Project Codes*

As the Defense Supply Center Philadelphia General and Industrial (G&I) Directorate transitions from traditional procurement and logistics processes to commercial business processes and business modernization efforts, we face numerous challenges. Of major importance is the development and analysis of prime vendor (PV) performance measures that support our corporate goals and that support you, the customer. The G&I PV management information system (PVMIS) will provide a central repository for individual PVs' monthly line item data usage reports that can be consolidated into an Oracle database and viewed via the Defense Supply Center Philadelphia intranet using Hyperion commercial off-the-shelf software. The G&I Logistics Support Office PVMIS Team has partnered with a contractor, EDS, and is working with our PV program support personnel and individual PVs, on a program-by-program basis, to build the PVMIS. With the exception of financial data that is and will continue to be archived in existing systems, the PVMIS will become the single, automated system that replaces myriad methods of collecting PV usage data which the individual PV are required to submit to the G&I Directorate.

Of particular importance is our ability to measure PV performance during times of our customers' surge in demand and sustainment. Event-specific Project Codes are established and used when ordering materials through traditional (MILSTRIP) requisitioning channels and must also be used when ordering from a prime vendor so that we can measure PV performance during times of demand surge and sustainment. The only way our prime vendors will know to reports these codes, is if you, the customer, note the special project code when ordering through one of our prime vendor or Tailored Logistics Support Programs.

As a direct result of the terrorist attacks on September 11, 2001, the importance of adequately tracking prime vendor performance in *meeting your demand*

has become more significant. Unique Project Codes are routinely established by our military and Department of Defense (DoD) customers to track material requirements in support of anti-terrorism activities and humanitarian efforts throughout the world. The most recent codes that have been established are:

**PROJ  
CODE  
NR1  
9GF  
9GH**

**OPERATION  
Operation Noble Eagle  
Operation Enduring Freedom  
Direct support missions for  
USCINCPAC**

Our customers should supply the appropriate project code at the time they order as they do when ordering through traditional systems. We will monitor by Project Code, in order to ensure their ability *to meet your surge in demand*. We need your help so be sure to include the applicable project code when you order materials through one of our PV programs. If you need additional information, our Customer Liaison Specialists are available to answer any questions you may have – don't hesitate to call.

For more information on PVMIS, contact Helene Tunney at (215) 737-9023, DSN 444-9023 or by Email at: [htunney@dscp.dla.mil](mailto:htunney@dscp.dla.mil), or Kathleen Sheehan at (215) 737-9019, DSN 444-9019, or Email at: [ksheehan@dscp.dla.mil](mailto:ksheehan@dscp.dla.mil).

The “**General Store**” is published quarterly by the DSCP General & Industrial Directorate Business Office. It is intended to provide a link between our customers and our Customer Business Unit associates. Articles/questions may be submitted for consideration in writing to:

**DSCP-ILBC  
700 Robbins Ave  
Philadelphia, PA  
19111-5096**

or through email to:  
[dcelli@dscp.dla.mil](mailto:dcelli@dscp.dla.mil)



fore the hood is worn. The systems are available with either lithium or Nicad battery packs.

The contents of each system are listed in FEDLOG for each of the following National Stock Numbers (NSN):

<u>NSN</u>	<u>3M Part Number</u>
4240-01-494-2849	FR-57LR
4240-01-494-4546	FR-57NR
4240-01-494-4560	FR-57L68
4240-01-494-4604	FR-57L69
4240-01-494-4540	FR-57N68
4240-01-494-4590	FR-57N69

For additional information, contact Donald Bender at (215) 737-0354, DSN 444-0354 or by Email: [dbender@dscp.dla.mil](mailto:dbender@dscp.dla.mil).

## General & Industrial Directorate Enhances Automated Procurements

On January 28, 2002, the Defense Supply Center Philadelphia (DSCP) General & Industrial Directorate (G&I) implemented the SAMMS Procurement by Electronic Data Exchange Rehost (SPEDE Rehost) hardware that supports the SAMMS Automated Small Purchase System (SASPS I).

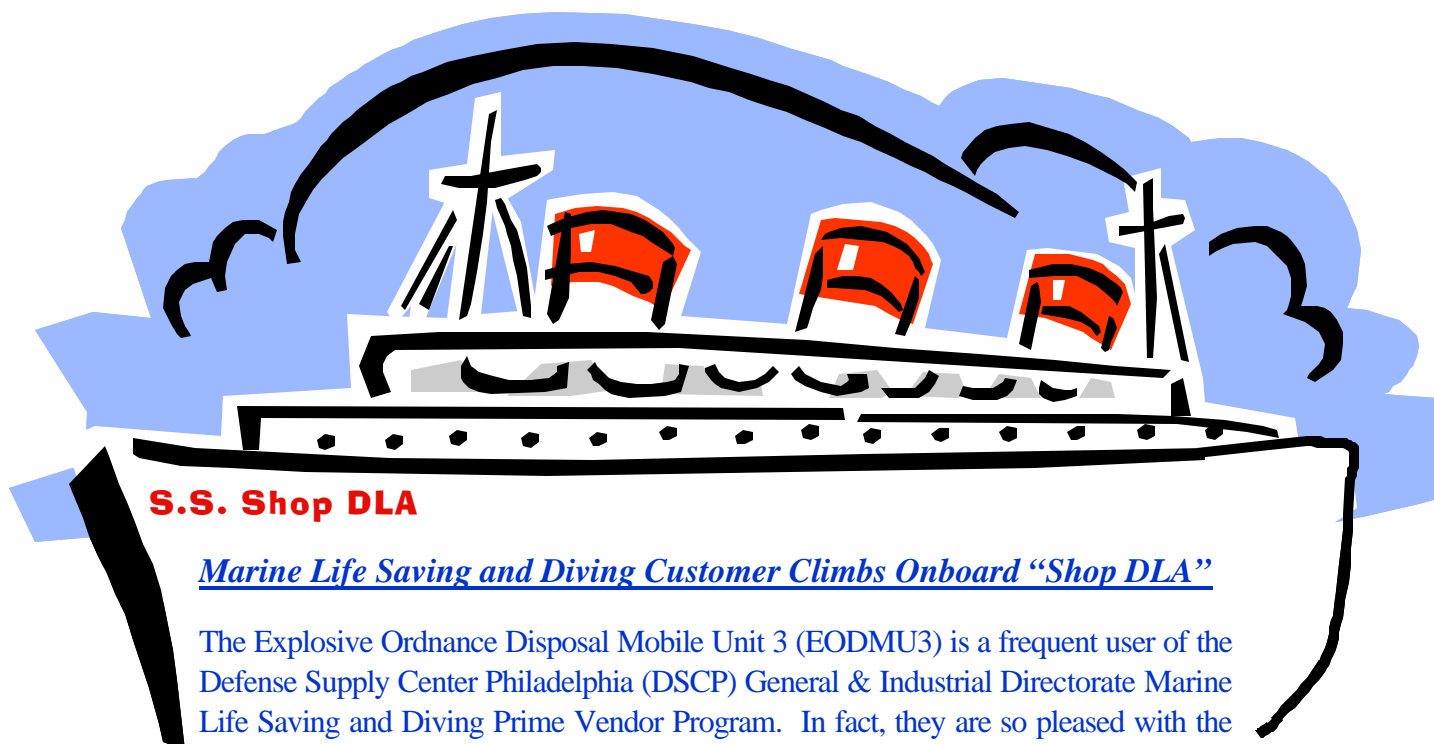
In contrast to the previous SPEDE system, SPEDE Rehost allows for the solicitation of multiple contractors on a rotational basis and includes a feature that permits a "public request for quote (RFQ)" that can be transmitted, through various value added networks, to Blanket Purchase Agreement (BPA)-

holding clients. This upgrade provides for widespread dispersal of G&I electronic requirements resulting in an influx of competitive quotations. Additionally, the dollar threshold for these electronic procurements has increased from \$2,500 to \$25,000. As a result of this increase, more acquisitions are being processed through the automated system.

Qualified participants in the program receive RFQs through Electronic Data Interchange (EDI) and orders/awards are placed against BPAs thereby reducing administrative lead-time in the acquisition process. Currently, 250 ven-

dors on BPA participate in the SASPS Program. Since the inception of SPEDE Rehost, approximately 100 contractors, spanning G&I's diverse product line, have applied to be included in the program. If found qualified, these prospective participants will help to achieve maximum coverage of the directorate's requirements that flow through the SASPS 1 program and will ensure that competitive prices are received.

For additional information on SPEDE Rehost, contact Neil McCarthy at (215) 737-2562, DSN 444-2562 or by Email: [cmccarthy@dscp.dla.mil](mailto:cmccarthy@dscp.dla.mil)



## **S.S. Shop DLA**

### *Marine Life Saving and Diving Customer Climbs Onboard “Shop DLA”*

The Explosive Ordnance Disposal Mobile Unit 3 (EODMU3) is a frequent user of the Defense Supply Center Philadelphia (DSCP) General & Industrial Directorate Marine Life Saving and Diving Prime Vendor Program. In fact, they are so pleased with the support provided by the Defense Logistics Agency (DLA) and DSCP, they asked if other G&I products were available under similar Prime Vendor programs. During a recent visit, a G&I Customer Liaison Specialist introduced EODMU3 representatives to our new “*Shop DLA*” website ([www.shopdla.com](http://www.shopdla.com)).

“Shop DLA” is the new DSCP prime vendor portal that allows customers to browse and shop a variety of G&I prime vendor programs including Containers, Fire-fighting equipment, Office Products, Lumber, and Marine Life Saving and Diving equipment. Once a customer signs up with the program, they can shop without having to log on to individual prime vendor websites. “*Shop DLA*” integrates the various programs into one user-friendly site.

After hearing about this website, EODMU3 volunteered to become the pilot site for West Coast activities. The customer was impressed with the overall system capabilities and ease of ordering. Users can expect to save both time and money by ordering supplies through one site.

For additional information on “*Shop DLA*”, contact Ed Pawlak at (215) 737-0649, DSN 444-0649 or Email: [shopdla@exmail.dscp.dla.mil](mailto:shopdla@exmail.dscp.dla.mil).





## DSCP G&I Directorate Increases Customer Service Awareness at Luke AFB



In the heart of the “Valley of the Sun,” customer liaison specialists Mara Bailey and Octavia Reese visited Luke Air Force Base, located 20 miles west of Phoenix, Arizona, to discuss DSCP’s products and services. Both Bailey and Reese, who work in the General & Industrial Directorate at DSCP, made presentations to over 25 civilian and military personnel at Luke AFB.



*From right, Mara Bailey who specializes in safety and rescue equipment listens to Air Force Sgt. Darrell Recob at Luke AFB, as he explains respirator and air supply equipment requirements at an F-16 fuel refilling station on the base. Bailey is a cus-*

Bailey and Reese met with various procurement officials, contracting officers and shop personnel. Bailey, who likes working in the field, said you can get a lot of information by making a customer visit.

“You can’t determine customers’ needs by sitting behind a desk,” Bailey said. “You have to get out in the field and meet face-to-face with your customers and assess their requirements. This is the best way to find out first hand what your customers are doing and what equipment they need to get their jobs done right.”



*From left, Octavia Reese, a customer liaison specialist at DSCP, explains to Luke AFB fire chief, Hoyd Sanders, products and services relating to fire fighting, safety and rescue equipment available from DSCP.*

Octavia Reese, who specializes in fire fighting, safety and rescue equipment met with Luke AFB fire chief, Hoyd Sanders. She discussed DSCP’s prime vendor opportunities for equipment ranging from extinguishers, breathing apparatus and protective clothing to chemical monitoring equipment and fire trucks. Reese told Sanders that DSCP is a one-stop shopping center.

“If you have a need for an item that we do not carry, we’ll research and find a supplier, Reese told Sanders. “We want to make it as easy as possible for you to do business with us.”

Known as the home of the largest F-16 fighter wing, Luke AFB is also famous for training the best U.S. military fighter pilots who supply air support to protect and defend America.





The  
Back  
Porch  
By Yvette Burke  
Deputy Director,  
General &  
Industrial  
Directorate

## Spring Forward, Fall Back

Back in April everyone changed their clocks to reflect Daylight Savings Time. I always use the time honored saying, "spring forward, fall back" to decide whether I move the hour hands up one hour or back one.

Here at Defense Supply Center Philadelphia,

General & Industrial Directorate, we also want to spring forward in the literal sense, with support closer to the customer. The goal is to improve readiness by slashing customer wait time for critical or frequently used items. Other benefits include reduced service inventory investment and transportation costs. Meetings with the Services convinced us that forward positioning assets in Europe and the Pacific was the right thing to do. DLA depots already existed at Germersheim, Germany (DDRE), and Yoko-

suka, Japan (DDYJ) so it was just a matter of working with the Services to identify the most useful items to have available in-theatre. The Defense Distribution Center (DDC) handled the shipments and initially identified heavier, more frequently used items for overseas stockage.

This process has been going on for several years and we've successfully moved significant numbers of items into DDDE and DDYJ. Comments from the Services have been very favorable.



## DSCP Announces Expanded Prime Vendor Portal



expanded its web portal allowing customers to access all of their prime vendors through one common entry point with one login and password.

This portal directs users to their designated prime vendors, allowing you to shop across prime vendors and fill your shopping cart with Maintenance, Repair and Operations supplies, lumber, office supplies, metals, diving and fire fighting equipment, and containers - all with the point and click of a mouse!

This portal is our first step towards providing total integrated support. We are working on other initiatives that will improve the ordering process, including order in-

formation for customer legacy systems.

Why wait? Register today and receive a login and password. Training is available via an online user's guide or, to receive one-on-one training, contact Ed Pawlak at (215) 737-9037. URL [www.shopdla.com](http://www.shopdla.com) can be used to fulfill all of your G&I commodity needs. Visit the website for registration information or contact the Help Line at 1-877-SHOPDLA.

**DSCP:  
Providing Tailored  
Logistics Support to the  
Warfighter**

- † Not sure who your Prime Vendor is for a particular commodity?
- † Tired of entering multiple websites to place your orders?
- † Are you looking to take advantage of the web to increase efficiency in your ordering process?

The General and Industrial (G&I) Directorate of the Defense Supply Center Philadelphia (DSCP) has